



Walthamstow School For Girls

"Neglect not the gift that is in thee"

Policy Document

Parent and Carer Code of Conduct

Author(s):	Helen Marriott
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I. PURPOSE AND SCOPE

At Walthamstow School for Girls, we are committed to working in partnership with parents/carers so that together we can bring out the gift in every student in our care. To this end, we:

- Work in partnership with parents/carers to support their child's learning
- Encourage parents/carers to participate fully in the life of the school and warmly welcome them as visitors
- Create a safe, respectful and inclusive environment for students, staff and parents/carers
- Ensure that we are courteous and polite at all times, treating visitors with respect, and modelling the behaviour we expect from our students
- Listen to parents/carers and if we get it wrong, we will work with you to put things right as soon as possible.
- Demonstrate our values of courage, compassion, aspiration and integrity through our conduct and actions.

In return, we ask our parents and carers to follow this code of conduct and treat our staff with respect and courtesy when on the site, when calling the school and in any other dealings with us.

We set clear expectations and guidelines about behaviour for all members of our community. This includes staff (through the staff code of conduct) and students (through our behaviour policy) and governors (through its code of practice). This code of conduct aims to help the school work with parents and carers by setting out guidelines for appropriate behaviour.

We use the term 'parents and carers' to refer to:

- Anyone with parental responsibility for a student
- Anyone caring for a child (such as grandparents or child-minders).

2. OUR EXPECTATIONS OF PARENTS AND CARERS

We expect parents and carers to:

- Respect the ethos, vision and values of our school
- Understand that parents/ carers and staff need to work together in the best interests of their child
- Demonstrate that all members of the school community have a right to be treated with respect
- Set a good example with their own speech and behaviour
- Talk politely and respectfully at all times when on the school site
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issues
- Correct their child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour
- Avoid acting independently and always approach the school first to help resolve any issues of concern

- Understand that staff are not immediately available without an appointment and that it is always better to call ahead or use the info@ email address, rather than turn up unexpectedly
- Approach the correct member of school staff to help resolve any issues of concern, understanding that the school may suggest an alternative person whom they believe is more suited to dealing with the issue. If you are not sure, please contact the info@ email address and we will be able to direct your query to the most appropriate member of staff, notifying you that we have done so
- Understand that the school must be a safe, secure building, where visitors and parents/carers may only enter the building by invitation and be supervised by a member of staff.

3. CONDUCT IN MEETINGS

- Meetings and telephone conversations with parents/carers must always be carried out in a calm and courteous manner
- We will all listen to each other's points of view
- Voices will not be raised, and appropriate language will be used by all parties
- Meetings to discuss a child will only involve persons named and identified with parental responsibility
- Permission to allow any other adult into a meeting must be agreed with the school in advance
- Meetings must be carried out in the spirit of mutual trust
- Meetings and telephone calls with school staff must not be recorded on any kind of electronic device

If a visitor, parent or carer's behaviour or language causes alarm, concern, or a member of staff feels threatened, the conversation will be terminated and the visitor asked to leave the school site. Similarly, telephone conversations will be terminated if rude or inappropriate language is used, or the member of staff feels threatened or bullied.

Meetings and telephone conversations will be terminated if it becomes apparent that a parent or carer is, or has been, attempting to record the conversation, or if the member of staff feels threatened by the way that a parent or carer is speaking to them.

Any concerns over parent/carer conduct will be referred to the Headteacher and may be dealt with as below.

4. BREACHING THE CODE OF CONDUCT

If the school suspects, or becomes aware, that a parent/carer has breached this code of conduct, the school will gather information from those involved and speak to the parent/carer about the incident.

Depending on the nature of the incident, the school may then:

- If a parent/carer behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior leader will assess the level of risk before deciding on a future course of action (Appendix 1)
- The Headteacher/senior leader may seek to resolve the situation through discussion and mediation.
- This may include meeting the parent/carer, clarifying the school's expectations and agreeing strategies to prevent or manage future incidents (Appendix 2)

If necessary, the school's complaints procedure will be followed.

- Where all procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence, then further action may be taken including banning the individual from school premises.
- In some circumstances, the individual would be advised in writing by the Headteacher that following an incident of unacceptable behaviour, a ban is being considered. The individual concerned would then be given an opportunity to explain their actions, after which a decision would be made about imposing the ban.

In more serious circumstances a parent/carer may be banned from the school premises by the Chair of Governors for a specified period of time, subject to review.

- In this situation the parent/carer will be given an opportunity to explain their behaviour, after which a decision will be taken to confirm, remove or extend the ban.
- If the individual comes on to school premises after a ban has been imposed, , the Police would be called immediately. (Appendix 3)
- The Governing Body would then decide, in conjunction with the local authority whether to consider taking out a Court Injunction preventing this from happening again.
- Throughout this process, thorough record keeping is critical (Appendix 4).
- The school will always respond to an incident in a proportionate way. The final decision about how to respond to breaches of this Code of Conduct rests with the Headteacher.
- The Headteacher will consult the Chair of Governors before banning a parent from the school site.

5. BANNING PROCEDURE

When imposing a ban, the following steps will be taken:

- The parent/carer will be informed in writing that they are banned from the premises (subject to review) and what the consequences would be if the ban is breached.
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.
- The local authority will be informed of the ban.
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate, will be clarified by the appropriate member of staff.
- A review date for consideration of the ban will be decided upon and communicated to the parent/carer
- Following the review, the outcome will also be communicated to the parent/carer
- Model letters for all the above steps can be found in Appendix 5

6. CONCLUSION

The local authority may also take action where behaviour has been unacceptable, or there have been serious breaches of our parent/carer code of conduct or health and safety legislation.

In implementing this policy, the school will seek advice from the Local Authority's education, health and safety and legal departments, as appropriate, to ensure fairness and consistency.

This policy will be reviewed annually. It should be read in conjunction with the following policies:

- Communications policy
- Complaints policy

Link to appendices:

[Appendices](#)